

Delays when returning to St Faith's from AWAY sports fixtures

We are now incorporating an additional communication for the return of away sports fixtures (Point 3 below).

Many of you will have experienced the frustrations of being within a mile or two of reaching St Faith's yet it still taking up to 30 minutes to arrive; and this occasionally happens to our sports teams who are returning from away fixtures too. Our updated policy is:

- 1 When departing from another school on an away fixture, if a team is expecting to be delayed by more than 15 minutes you will be sent a Schoolcomms by the office with a new estimated time of arrival back to Newton Road. Delays can often be due to factors such as issues with traffic on the way to the fixture, the kick-off/push-back being delayed, an injury during play that significantly delays the finish time of a match, or any other unexpected event that occurs.
- 2 If, during the early stages of the return journey, we become aware of traffic issues then you will receive a Schoolcomms sent out by the office before 5pm. We try to send the Schoolcomms at the earliest opportunity so that you are aware before setting off towards school.
- 3 AFTER 5PM: IF A RETURNING TEAM IS DELAYED BY TRAFFIC IN THE LATTER STAGES OF THE JOURNEY (e.g. on A14, M11, Trumpington Road) A TWEET WILL BE POSTED ON OUR **@StFaithsSport** HANDLE <https://twitter.com/StFaithsSport>

Whilst we are aware that not all parents access Twitter, this additional communication should be particularly useful for parents who are waiting at Newton Road to collect their son/daughter or for those of you who are waiting at home for your child to return (if they are on the unaccompanied travel register).

Hopefully this helps you understand our process and how we are making a change to cover those unexpected delays that occasionally occur towards the end of our return journeys.

Mr B Mageean
Director of Communications